

## Service Level Management

The Service Level Management process involves both the customer and the IT service provider. Together they define, negotiate, agree and monitor levels of service. This continuous communication provides a stronger relationship between IT Service Management and its customers. The focus is reaching an agreement.

The Contractor shall establish, document and maintain a fully functional ITIL Service Level Management Program to include but not limited to the following:

- Service Level Agreements (SLA's)
- Operational Level Agreements (OLA's)
- Underpinning Contracts (UC's)
- Service Catalog (Business and Technical) Manage Quality of IT Services in line with Business Requirements. Listed are just a few but not limited to this requirement:
  - Overview of services and products
  - Deliverables, Service times, maintenance times, support times, delivery times
  - Quality targets
  - Requirements
  - Request and Change Procedure
  - Revised/updated CMDB

The Contractor shall deliver IT Services as Agreed to by Customers and the Business stakeholders. In order to set reasonable customer expectations, the Contractor shall operate a customer focused Data Center and provide DMDC IT Technical Support based upon service delivery model ITIL V3 framework.

As an integral part of this contract, Contractor shall produce a Service Catalog and Business Service Catalog that will provide the foundation for Service Level Management. The Contractor shall recommend Key Performance Indicators (KPI) and critical success factors for provided services; report on SLA's and metrics; making recommendations on performance measurement; implementing measurement capabilities; and providing reports on service performance.

The Contractor shall also establish a continuous service improvement process that includes: root cause analysis when target metrics fall below established thresholds; participation in audits to ensure SLA and KPI measurements and processes are transparent and accurate; make recommendations to improve service levels.

Contractor will Identify, develop, negotiate and implement SLA's and OLA's with DMDC (within and across the C Division at all levels of the DMDC Enterprise). Close Business Liaison work with Business Units will be required. All SLA's and OLA's will include the following key attributes but not limited to: Roles and Responsibilities of each Party: Start, end and review dates Scope of the Agreement and Description of the Service provided, Service Hours, Support details with acceptable tolerance levels, Service Availability, Change Orders, Security and service delivery

Contractor will demonstrate measurable improvement of critical success factors during quarterly review cycles, as measured by positive quarterly trends in the efficiency and CMMI-ITIL Process Maturity rates for Service Level Management.

Contractor will follow the CMMI-ITIL Maturity rates to be measured as an aggregate score and assigned an overall Process Rating (1.0 through 5.0), Process Foundation, Delivery, Interfaces, Organizational Elements, Tool, and Measurement &Control.

AQL: SLA's produced within 14 days of final negotiation/notification, based on government review and approval at 90% of time.

AQL: Service catalog maintained at 90% accuracy rate

AQL: OLA's produced within 30 days of final negotiation/notification, based on government review and approval at 90% of time.

AQL: Dashboard maintained at 95% accuracy rate.

Measureable: Quarterly Review Audits with government, identifying gaps, improvement areas and non-deliverables.

#### Deliverables:

- Provide a Quarterly Health Assessment Report to the Government which will include but limited to: major Accomplishments, primary gaps remaining, target objective by government and SLM Service Management Plan.
- 120 days after contract award, the Contractor shall establish the ITIL Service Catalog (Business and Technical) to the Government.
- Contractor will perform a series of ongoing reviews, audits and operational metric reports that will be required on a Daily, Weekly, Monthly, Quarterly and Annual basis but not limited to:
  - Monitor performance and quality of service and report on efficiency and effectiveness of the Service Level Management process.
  - Ensure Continuous Process Improvement.
  - Number , type, and resolution of incidents
  - System capacity and availability
  - Change and release management
  - Helpdesk operations
  - Information Assurance compliance
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- Contractor shall measure and report on the following Operational Metrics and Key Performance Indicators (KPI's) related to the Service Level Management function with continual process improvement to include the following:
  - Number of Services Delivered to Customers / Business (SLA's), without SLA's, Internal Services Support SLA's (OLA's), Internal Support Services without OLA's, Supporting Services Delivered by external Vendors.
  - Number of Vendor Delivered Services without agreed Service Targets and Underpinning Contracts (UC's).
  - Number of Services not represented in DMDC Business or Technical Service Catalog.
  - Service Level Management Process Maturity Level (pursuant to existing DMDC CMMI-ITIL Assessment Criteria and Assessment Baseline documentation).
  - Gap Analysis and deliverables for Required Service.

- Technical Services Catalog (draft) reviewed/modified (if needed) with recommendations by government. Then finalized NLT 30 days after contract award.
- Business Services Catalog (draft) reviewed/modified (if needed) with recommendations by government. Then finalized NLT 30 days after contract award.
- Create automated Service Catalogue Dashboard
- Project Plan NLT 45 days after each new project assignment